

DTR		Mar-20	Copies Distributed
Category Split	Definition	Complaints	% of complaints vs deliveries made
Delivery timelines	Late Delivery and RDT Changes	6	0.004%
Returns management	Non-collection of Returns	0	0.000%
Delivery quality	Shortages, incorrect delivery location, condition of supplies and driver issues	9	0.006%
Invoicing	Discrepancies on Credit/Delivery Notes and non-receipt of paperwork	5	0.003%
Customer Service	Communication issues and Complaint Handling	0	0.000%
Order and Supplies	Supply issues affecting availability of titles or excess supplies	1	0.001%
Voucher processing	Voucher scanning discrepancies	2	0.001%

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0.015%